

TECHNOLOGY SUPPORT

IF YOU OR YOUR CHILDREN NEED ASSISTANCE WITH TECHNOLOGY ISSUES RELATED TO ONLINE LEARNING, OR ARE EXPERIENCNG TECHNICAL PROBLEMS WITH A BORROWED DEVICE, PLEASE USE THESE METHODS TO HELP!

1

CONTACT THE TEACHER

TEACHER CONTACT INFO IS FOUND ON OUR WEBSITE. THE TEACHER WILL CONTACT OUR TECH SUPPORT DIRECTLY OR REFER YOU TO ELEVATED SUPPORT.

2

EMAIL TECH SUPPORT

IF YOU NEED ADDITIONAL SUPPORT AFTER STEP 1, SEND AN EMAIL WITH YOUR NAME, PHONE NUMBER, THE CHILD'S FULL NAME THAT NEEDS ASSISTANCE, AND A BRIEF DESCRIPTION OF THE PROBLEM TO HELPDESK@ERIEMASON.K12.MI.US.

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